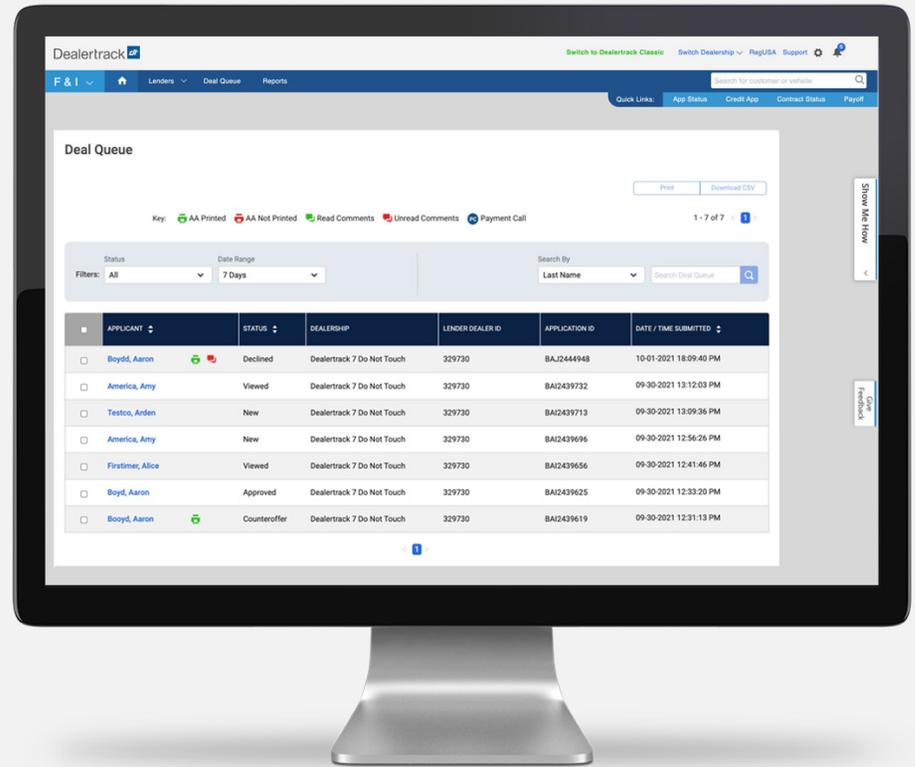


CreditConnection® on Dealertrack uniFI®

# How to View and Provide Comments with Your Dealers

## LENDER STEP BY STEP GUIDE



# How to View and Provide Comments with Your Dealers

## UNREAD COMMENTS INDICATOR

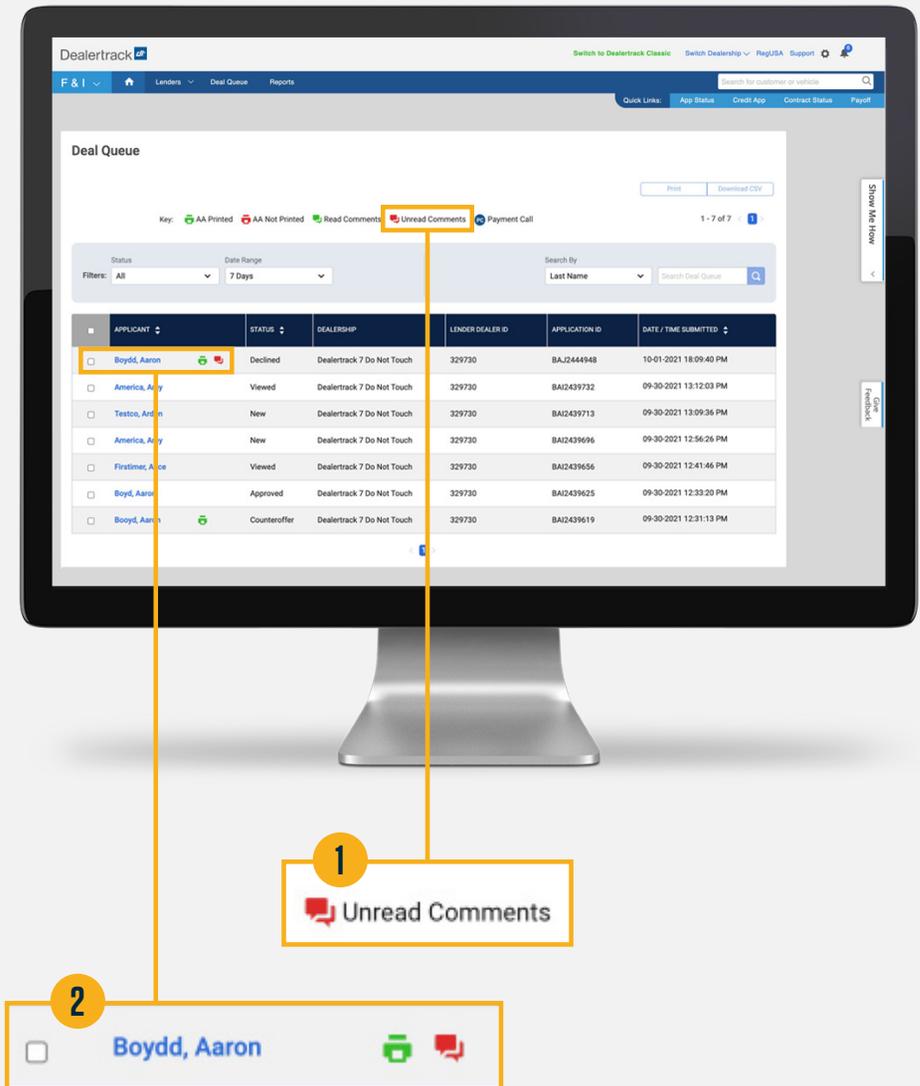
Red icon next to the applicant indicates unread comments from the dealer.

### STEP 1

When a dealer sends a comment following initial application submission, Unread Comments key appears and a red icon appears next to the applicant.

### STEP 2

Select the applicant's name to view the worksheet.

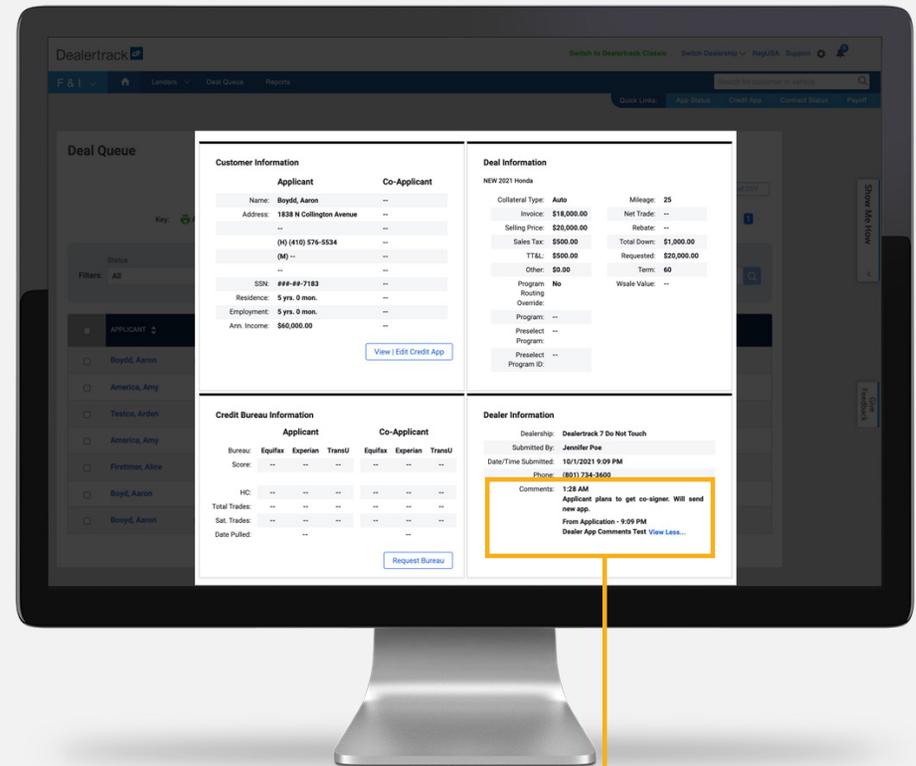


# How to View and Provide Comments with Your Dealers

## DEALER COMMENTS

### STEP 3

View the Dealer Comments within the Dealer Information quadrant in the Worksheet.



**3**

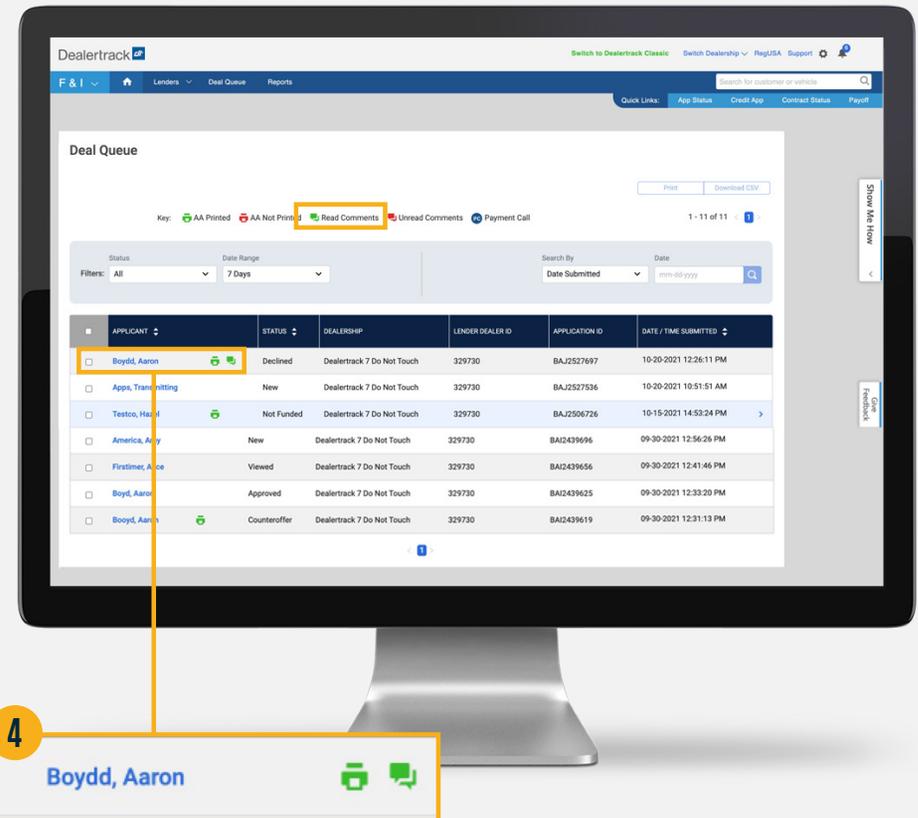
Comments: **1:28 AM**  
**Applicant plans to get co-signer. Will send new app.**  
**From Application - 9:09 PM**  
**Dealer App Comments Test [View Less...](#)**

# How to View and Provide Comments with Your Dealers

## DEALER COMMENTS

### STEP 4

Once a standalone comment has been viewed by a lender user, the red icon that indicated it was unread now turns into a green icon that indicates it has been read.



**Note:** For setting permissions to receive alerts, please see the Navigating User Preferences and Permissions Step-by-Step Guide.

# NEED HELP?

Contact our Lender Partner Support Teams

### FOR HELP WITH:

- Password resets
- Permissions
- Digital Contracting Choice Group Email setup

### Partner Integration Service Desk

**Hours of Operation:** M – F, 9:00 am – 6:00 pm ET

**(866) 868-5900, Option 2**

[partnerintegrationservicedesk@dealertrack.com](mailto:partnerintegrationservicedesk@dealertrack.com)

### FOR HELP WITH:

- Production questions/inquiries
- Dealertrack uniFI platform troubleshooting

### Production Support

**Hours of Operation:** Available 24/7

**(866) 868-5900, Option 1**

[dtsupport@dealertrack.com](mailto:dtsupport@dealertrack.com)